

SHIBA HelpLine Update Training

Make-Ups: Instructions

NOTE: Update make-up conference calls are a way to “make up” missed monthly Updates, for Volunteers who cannot attend at the regularly scheduled times. The calls are held from 6 pm to 8 pm the first Wednesday of the month following the Update. (For example, the conference call the first Wednesday in February will cover material from the January Update Training.)

ABOUT TWO WEEKS BEFORE THE SCHEDULED CALL (or as soon as possible once you miss, or know you will miss, Update Training):

1. Contact Jennifer Goodwin at the Office of the Insurance Commissioner SHIBA HelpLine Administrative Office in Tumwater:

E-mail: jenniferg@oic.wa.gov Telephone: 360-725-7073

Jennifer will:

- ◆ Make sure there is a “Port” for you to call into at Conference Call time, and provide you the correct phone number and PIN code.
 - ◆ Mail you the Update packet of materials. (This is why we ask you to contact her as soon as you know you will need the call.)
2. If you will be calling from outside the Olympia area, be sure you have a current SCAN PLUS CALLING CARD or equivalent information. This is so you can call long distance without incurring charges on your own phone. If you do not have this, ask your Volunteer Coordinator at your Sponsoring Agency, or your SHIBA Regional Manager.
 3. When you receive the Update packet, read it in advance to prepare for the call.

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A FEW MINUTES BEFORE THE SCHEDULED CALL TIME:

1. Make sure to have the Update packet handy. It may also be useful to have paper, pens, pencils, highlighters and paper flags or tabs available.
2. Use a speaker phone or hands-free headset if available.

3. If you are calling long-distance into the conference line (*Note: The conference line is located in Olympia*):

- ◆ Have your SCAN PLUS CALLING CARD or the equivalent information at hand.
- ◆ Follow the instructions on your card or other equivalent information to place a long distance call.
- ◆ Call the phone number Jennifer provided you. (*Note: It will generally be **360-357-2900** or **360-709-4803**.*)

3. If you are calling from the Olympia area, call the phone number Jennifer provided you. (*Note: It will generally be **360-357-2900** or **360-709-4803**.*)

4. You will hear a voice welcoming you to the Washington State conference call bridge. It will ask you to enter your PIN code. Enter the PIN code Jennifer provided you. (*Note: It will generally be **7956** or **524025**. Be sure to wait until after you hear the tone to enter the PIN.*) Then press #.
5. You should then hear the voice of the trainer for the conference call. You can also say “hello” to check if anyone is on yet.
6. If there is background noise at your site, everyone on the call can hear it, so use the mute feature on your phone if available. If your phone might ring during the Update, see if it is possible to use a “do-not-disturb” feature on your phone.

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7. If you have problems getting connected to the call, you can call the State Operator Help Desk at 360-753-2454 and they will try to troubleshoot what the issue may be.